



# SUPERIOR COURT OF CALIFORNIA COUNTY OF MENDOCINO CLASSIFICATION SPECIFICATION



<b>CLASS TITLE</b>	<b>STAFF ASSISTANT I</b>
<b>CLASS CODE</b>	<b>006666</b>
<b>REPORTS TO:</b>	<b>VARIOUS</b>
<b>FLSA STATUS</b>	<b>N</b>

Descriptions provided at the higher-level build on and include all of the skills listed for the previous levels within the Staff Assistant Series. Some of the requirements listed for a level may not be representative of all employees at that level. Employees at one level may have some of the requirements associated with a higher level.

## **JOB SCOPE AND DISTINGUISHING FEATURES:**

This is the entry-level classification of this series. Incumbents, under close supervision, perform a wide variety of routine clerical work i.e. heavy data entry, setting up files and maintaining same, processing mail; distributing and/ or processing forms, applications, etc., and assisting visitors in completion of same; and photocopying; requiring the ability to choose from a limited number of alternatives in solving routine problems in a training/entry level capacity. This classification may also serve as backup for receptionist functions. As tasks are learned, direct supervision decreases and the incumbent is expected to perform at the entry level. This class is distinguished from the next higher class of Staff Assistant II in that incumbents in the latter class routinely perform clerical duties requiring the exercise of initiative and judgment significantly beyond that of the entry level.

Impact is primarily within the department or functional area. Completes routine tasks of limited scope and complexity.

## **ESSENTIAL JOB FUNCTIONS:** (All responsibilities may not be performed by all incumbents.)

Enters a variety of complex data into computer system, verifies entries and generates reports.

Types letters, memos, charts, labels, reports, or other correspondence on a word processor or typewriter.

Composes routine correspondence in accordance with standard policies.

Answers various inquiries; receives applications; explains policies and procedures and arranges appointments; and processes routine matters independently.

Coordinates and schedules appointments, meetings, or reservations at the request of staff; maintains appointment tracking database.

Prepares routine and non-routine reports as requested; receives, sorts, and summarizes material for the preparation of reports; prepares work reports.

Attends and assists with various meetings and functions as required; takes minutes and notes utilizing shorthand, speed writing, and/or dictation equipment.

Sets up files for clients, files information, distributes and/or transfers to staff members and maintains same.

Prepares payroll time sheets Photocopies reports, charts, memos, and other various documents for staff.

Takes in, accounts for and issues receipts for money.

Makes certified copies of legal documents and/or indexes, scans and files same.

**ESSENTIAL JOB FUNCTIONS:** (All responsibilities may not be performed by all incumbents.)(Continued)

Answers telephones utilizing a multi-line system, takes messages, screens calls, provides information to callers, receives citizen complaints, and directs calls and messages to appropriate person.

Screens, greets visitors and directs them to the appropriate area or individual; may answer various inquiries personally, following departmental policies; provides information on departmental services and functions.

Obtains criminal history information and processes criminal reports.

Takes policy, service and information requests to proper divisions for processing and providing information

Files confidential and other specialized reports.

Opens, stamps, sorts, and distributes incoming mail.

**ADDITIONAL JOB FUNCTIONS (NOT CONSIDERED ESSENTIAL)**

Orders office supplies to maintain sufficient inventory for office use.

Designs forms for use with current technology to provide routine and non-routine reports.

Shreds documents.

Relieves staff members/officials of routine administrative details such as checking operating reports for accuracy and conformance to policies and standards; and updating publications for final approval..

Enrolls clients in various programs.

Disseminates a variety of information and/or reports to various agencies, divisions, or departments via telephone, mail, email or fax.

May serve as backup for other positions within the department.

Performs other related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

Personal Computer and/or Terminal  
General Office Equipment and printers

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

High school diploma or GED; and,

One to two years of experience performing general office duties such as typing, filing, and answering telephones; or,

A combination of education, training and experience that provides the required knowledge, skills, and abilities to perform the essential functions of the job.

**Licenses and Certifications:**

Typing/keyboarding certificate, less than four years old, showing a minimum of 40 words per minute.

Possession of a California Driver's License or the ability to travel from one court location to another as assigned.

**KNOWLEDGE, SKILLS, AND ABILITIES:****Knowledge of:**

Correct English usage (in writing and spoken), including spelling, grammar, punctuation, and vocabulary.

All computer applications and hardware related to performance of the essential functions of the job.

Standard business arithmetic, including percentages and decimals.

Applicable state, federal and local ordinances, laws, rules and regulations.

Recordkeeping, report preparation, filing methods and records management techniques.

General office procedures, policies and practices, as well as basic knowledge of computer ~~ADT~~ and other general office equipment.

**Skill in:**

Typing from rough draft or printed text using a word processor or typewriter at a rate of 40 words per minute

Analyzing and resolving office administrative situations and problems.

Using tact, discretion, initiative and independent judgment within established guidelines.

Using a computer to accurately and rapidly enter and retrieve data and information.

Communicating orally with internal staff, citizens, and other departmental staff in order to give and receive information in a courteous manner.

Operating and routine maintenance of general office machines such as copiers, facsimile machines, telephone systems.

**Mental and Physical Abilities:**

Ability to work rapidly and accurately in a fast paced, high-pressure environment.

Ability to communicate effectively and deal with people of diverse socioeconomic backgrounds and temperaments.

Ability to demonstrate tact and diplomacy.

Ability to read and interpret documents such as safety rules, operation and maintenance instructions, procedure manuals, and so forth.

Ability to take and transcribe information from short hand or dictation equipment (at the discretion of the supervisor).

Ability to understand and carry out written and oral instructions, giving close attention to detail and accuracy.

Ability to establish and maintain effective professional working relationships with others.

Ability to draft and type correspondence.

Ability to add, subtract, multiply and divide whole numbers, common fractions and decimals.

Ability to deal with problems involving several concrete or non-concrete variables in standardized situations.

Ability to ascend and descend stairs while carrying files, exhibits, documents, case buckets, supplies, equipment, etc.

While performing the essential functions of this job, the incumbent is regularly required to sit, use hands to finger, handle, or feel objects, to reach with hands and arms, and speak and hear.

Physical ability to lift light articles, sometimes weighing up to 20 pounds and carrying of objects weighing up to 20 pounds; pushing and/or pulling objects weighing up to 20 pounds. Some duties may require carrying files through hallways and negotiating stairs. Lifting positions may be from the floor to the waist, and/or from the waist to an overhead position.

**Working Conditions:**

Work is performed in an office environment with little exposure to outdoor temperatures or dirt and dust.

The incumbent's working conditions are typically quiet, but may be loud at times and at some locations.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible